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THE ASSISTANT COMMISSIONER FOR PATENTS
Washington, D.C. 20231

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DATE: December 13, 2001

12/17/01
JC984 U.S. PTO

10/015246
JC555 U.S. PTO
12/17/01

Sir:

Transmitted herewith for filing is the Patent Application of:

Inventors: Carl Phillip Gusler, Rick Allen Hamilton, II and Timothy Moffett Waters

For: Employing Speech Recognition and Key Words to Improve Customer Service

Assignee Name: International Business Machines Corporation

Assignee Residence: Armonk, New York

Enclosed are:

20 Patent Specification including an Abstract
 6 Pages of Claims
 7 Sheet(s) of drawings. Informal Formal
 3 Declaration(s) and Power of Attorney

Form PTO 1595 and Assignment of the Invention to IBM Corporation

A certified copy of a _____ application.

Information Disclosure Statement, PTO 1449 and copies of 12 references.

The filing fee has been calculated as shown below:

| FOR | Number Filed | Number Extra | Rate | Basic Fee |
|---------------------------|--------------|--------------|-------------|--------------------|
| Total Claims | 23 | -20 = | 3 X \$ 18 = | \$ 740.00 \$ 54.00 |
| Independent Claims | 04 | 3 = | 1 X \$ 84 = | \$ 84.00 |
| Multiple Dependent Claims | 00 | | X \$280 = | |
| Total Filing Fee | | | | \$878.00 |

Please charge my Deposit Account No. 09-0447 in the amount of \$ 878.00. A duplicate copy of this sheet is enclosed.

The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 09-0447. A duplicate copy of this sheet is enclosed.

Any additional filing fees required under 37 CFR 1.16.

Any patent application processing fees under 37 CFR 1.17.

Respectfully submitted,

By David Mims, Jr.
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